

## **CITY OF BEAVERTON**

### **Support Specialist 3**

#### **General Summary**

Perform and/or coordinate administrative duties in support of a division or program. Regularly perform lead duties over regular employees in lower-level classifications.

#### **Key Distinguishing Duties**

Coordinate program components and serve as Lead Worker to the section including the following: daily planning and work assignments to support staff and conducting performance discussions developing the performance appraisals for assigned employees.

#### **Essential Functions**

*Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.*

1. Serve as lead worker. Train others in operating procedures and review and sign time sheets. Provide input and participate in recruitment, interviewing and hiring of new employees. Assign, schedule and review staff work. Provide coaching to employees and provide input into performance evaluations.
2. Coordinate program components including meeting with and/or coordinating various groups to explain processes and procedures. Apply discretion in interpreting and applying program rules and regulations
3. Draft, format and produce word-processed documents using specific program knowledge. Proofread and edit material.
4. Take minutes at staff, committee or other meetings as required.
5. Coordinate special projects and activities.
6. Prepare and distribute materials.
7. Provide clerical assistance to individual or work group. Make meeting and travel arrangements. Maintain schedule and calendar.
8. Provide a variety of administrative support, such as formatting and maintaining databases and spreadsheets, verifying, tracking and updating information including budget monitoring. Produce standard and customized reports.

9. Maintain departmental or program filing system according to City retention guidelines and ensure that confidential files are appropriately secured. Conduct file and record searches. Input or retrieve information using computer system.
10. Maintain department internal/external website.
11. Answer inquiries over the telephone or in person; direct internal and external customers. Provide information on City and program policies and procedures. Calm and diffuse confused or irate customers.
12. Participate in division/section operational processes including procedure development and implementation.
13. Develop work plans, timelines and resource allocations for assigned projects. Monitor progress to ensure objectives are met.
14. Exhibit leadership to staff, work teams and fellow employees. Serve as a model for accomplishing City's vision and goals. Create an environment in which employees are focused on producing excellent quality results.
15. Model and coach employees on excellence in internal and external customer service. Promote professional and courteous behavior with a creative approach to problem resolution that creates a positive experience for the customer.
16. Represent the City to the public in operational functions as required. Advance and protect the interests of the City and its citizens in all matters.
17. Provide employees with basic job training and safety instruction. Actively support safety and loss control measures. Ensure employees are held to departmental safety and loss control standards.
18. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.
19. Participate in the City Emergency Management program including classes, training sessions and emergency events.
20. Produce an acceptable quantity and quality of work that is completed within established timelines.
21. Follow standards as outlined in the Employee Handbook.
22. Actively promote and support diversity in the workplace through staffing, promotions, training and career development. Model respect for diversity in the workplace.

### **Other Functions**

1. Provide orientation, training and assistance to support staff as assigned. Provide backup and peak-load coverage to others.
2. Provide support to a variety of committees, task forces and advisory groups as necessary.

3. Perform related duties of a similar scope and nature.

### **Knowledge Required**

- ◆ Working knowledge of basic bookkeeping/accounting.
- ◆ Working knowledge of basic arithmetic and mathematics principles.
- ◆ Advanced knowledge of English grammar, spelling and usage.
- ◆ Working knowledge of practices and principles of public/business administration and decision-making.
- ◆ Basic knowledge of public purchasing and contracting laws and regulations.
- ◆ Basic knowledge of human resources management practices.

### **Skills/Abilities Required**

- ◆ Strong ability to perform basic data analysis and prepare reports.
- ◆ Expert ability to file alpha-numerically and electronically and maintain a records system.
- ◆ Strong ability to maintain a filing and record-keeping system.
- ◆ Skill in conceptual analysis and policy/program development and implementation.
- ◆ Ability to monitor budget and develop cost estimates.
- ◆ Ability to productively lead and/or participate on a team and in a team environment including the ability to develop a team approach to producing high quality results.
- ◆ Ability to effectively lead a staff including training, coaching, scheduling and reviewing work.
- ◆ Strong ability to demonstrate leadership behavior to employees, contractors, public officials, other agencies, customers and the general public.
- ◆ Strong ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Strong ability to apply and to coach employees on excellent internal and external customer service skills.
- ◆ Strong ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public. Ability to make presentations and develop reports that may include technical information.
- ◆ Advanced ability to use word processing, spreadsheet programs or other application software as required for position.
- ◆ Advanced ability to use general office equipment.

### **Minimum Qualifications Required for Entry**

High school diploma or GED and 4 years of increasingly responsible office experience or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

### **Licensing/Special Requirements**

- ◆ Some positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.

## **Working Conditions**

Regular focus on a computer screen; daily use of a keyboard or similar device; daily operation of power office equipment; lifting, moving or carrying of objects of 20 to 40 pounds; daily crouching, bending, reaching or kneeling to perform filing activities; occasional dealing with distraught or difficult individuals; occasional work activities or meeting outside normal working hours.

## **Classification History**

As of 10/97: New

Revised: 1/98

New class specification title 1/98: Support Specialist 3

Revised: 3/05

Revised: 1/1/09

Status: SEIU

FLSA: Non-exempt

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Human Resources Signature

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Date